

Duxbury Clipper, Wednesday, February 14, 1986

New E-911 Service Coming in April

After several years of planning, E-911 the universal emergency number, is about 2 months away in the towns of Duxbury, Kingston and Marshfield.

Plans call for a centralized dispatch area at police headquarters where local callers dialing 911 will have their address automatically displayed on a computer screen. The system will also provide the quickest

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directions to homes that are not best reached by their street addresses.

The new service is expected to mean the difference between life and death when seconds count, according to public safety officials, who are preparing for the introduction of 911 scheduled for April 24. The service will provide for the identification of vacant lots between existing homes and for back lots that have street access. An additional feature will allow people to provide medical information to the telephone company so that when 911 is dialed from a residence emergency responders will be aware of some medical situations in advance because it will be flashed on the computer screen along with the address the call is coming from.

Duxbury's 6 emergency dispatchers will be trained to adapt to the new E-911 system, which will be housed at the Duxbury police headquarters instead of the central fire station where dispatchers have always handled fire and rescue calls. Police will back up dispatchers to prevent any emergency call back up.

In some cases preparation for the service meant changes of address numbers. Nearly 20 homes needed street number changes and 2 streets had to be renamed because for many years the town had 2 streets called Standish Road and 2 called Pilgrim Road.

According to Florence Gregg in the planning department as long as similar named streets were distinguished from each other they remained the same as in the case of Mayflower Rd., St. and Ave or Standish Rd. and Standish St. She said changes were made if street numbers were out of sequence or if an odd street number was on an even side of the street and vice versa.

Before bringing the system on line town officials had to compare their street number records with NYNEX records and put the houses on a given street in numerical sequence.

Officials from the 3 towns will meet March 5 in Marshfield to review training for employees in 911 procedures